

CAPITAL TRANSIT RIDER RULES and RESPONSIBILITIES

BASIC RULES ON VIOLENCE:

The City of Helena is committed to providing friendly, courteous and impartial services to its citizens. The City acknowledges that human relationships are subject to conflict. The City is committed to maintaining a safe and healthful environment in which acts of violence by employees or citizens will not be tolerated.

The City will take appropriate, prompt actions against any employee or citizens who engage in any threatening, harassing or intimidating behavior or acts of violence or who uses any obscene, abusive, or threatening language or gestures. Violation of this policy by a Capital Transit passenger may result in suspension of ridership privileges.

RIDERSHIP EXPECTATIONS:

While on a Capital Transit Bus passengers are expected to abide by the following rules:

1. Payment of Bus Fare is required upon entry of the Bus. **“NO FARE = NO RIDE”**
2. No smoking, eating, profanity, obscene, abusive language or lewd behavior allowed.
3. Only closed containers are allowed on bus.
4. No consumption of alcoholic beverages or open alcoholic containers allowed.
5. Drivers have the right to refuse service to disorderly passengers.
6. Customers are required to obey reasonable request from the driver.
7. Conversations that distract the driver from safely operating the bus are prohibited.
8. Carry-on items are limited to what you can carry and must be kept under control.
9. Passengers must remain seated until the bus comes to a complete stop.
10. Baby strollers must not be occupied and must be folded away.
11. No bicycles, oversized packages or batteries allowed on the bus.
12. Spitting and littering is prohibited.
13. Offensive body or other offensive odors and soiled clothing are prohibited.
14. Only Service Animals are allowed on the bus and must be controlled at all times.

- 15. No pets allowed unless secured in a pet carrier at all times.**
- 16. Capital Transit is not responsible for lost or stolen items.**
- 17. Articles left on the bus must be claimed within 14 days.**
- 18. Customers pulling a stop cord for any reason are required to exit the next transit stop.**
- 19. All Wheel Chair passengers must be fully secured by the driver before the bus proceeds to the next destination.**